REQUEST FOR INFORMATION (RFI)

BY THE STATE OF TENNESSEE
DEPARTMENT OF HUMAN SERVICES

A. <u>STATEMENT OF INTENT:</u>

The State of Tennessee, Department of Human Services (DHS), issues this Request for Information (RFI) to solicit information from the vendor community that will be used to assist with the development of a Request for Proposal (RFP) to design and develop an integrated eligibility determination, benefit issuance and case management system to support the Families First (Temporary Assistance to Needy Families waiver), Food Stamp, Medicaid and TennCare waiver programs.   In addition, the RFI seeks information to establish realistic system project timeframes and costs that will be used to support planning efforts and RFP development.   DHS is interested in producing an RFP that promotes vendor competition and creative technical solutions. This RFI is an earnest attempt to become aware of and knowledgeable about products and solutions in the marketplace that will address current and future technology needs to support the Family Assistance Programs in the Tennessee Department of Human Services.

The goal in addressing the technology needs is to provide state of the art comprehensive technology that enhances service to customers, streamlines the work effort for staff, and provides enhanced technical performance. In addition to including the functionality of the current system, new technology must:
- Completely support on-line, interactive, paperless application and case management for all Family Assistance programs.
- Contain and support all policy rules to determine eligibility for all Family Assistance programs in a scalable, modular approach so that modifications and additions to policy changes can be implemented immediately.
- Provide statistics and reports on an "as needed basis" through ad hoc capability as well as through regularly scheduled standard reports. The ability to obtain statistics/reports in a prompt time frame is essential.
- Provide routine client notices, as well as special notices, in desired format with the ability to change notice text in a short period of time. The ability to create notices in English, Spanish and other languages as specified is essential.
- Add functions that are not contained in the current Family Assistance system such as TANF work and support activities, Family assistance claims processing, and provide for inclusion of a call center IVR interface.
- Accommodate web application processing and prescreening for all programs with sufficient safeguards for confidentiality requirements.
- Accommodate ADA, Section 508C, HIPAA and program confidentiality rules.
- Support all existing interfaces with other internal and external systems. When appropriate, other systems should be integrated into the new technical solution.

- Have a totally automated conversion of all required data from the existing ACCENT system to the new system.
- Provide 24 X 7 uptime.

The Department's current plan is to issue an RFP in June, 2004 to select a vendor(s) to develop and implement the new system.   No vendors will be selected, pre-qualified, or exempted based on their participation on this RFI. The State of Tennessee is not liable for any costs incurred by vendors in developing responses for this RFI. No party is bound by the information provided in response to this RFI.

B. BACKGROUND

 In 1989, The Department of Human Services contracted with Systemhouse, Inc. to transfer the Family Assistance system from the State of Ohio through a competitive RFP. The Federal agencies, DHHS, USDA, and HCFA (now known as CMS) provided oversight and enhanced funding for transfer of systems between states. The state systems developed or transferred were required to have federal certification from DHHS (included HCFA). This certification is known as FAMIS (Federally Approved Management Information System). In addition, although it was not labeled a certification, USDA completed an equally rigorous review and approval process of the system to ensure that all requirements are met.

The system that was transferred from Ohio was an integrated system designed to provide eligibility support for the three Family Assistance Programs. They are Aid to Families with Dependant Children (AFDC) now known as TANF – Temporary Assistance For Needy Families – as a result of the 1996 PRWORA {Personal Responsibility Work Opportunity Reconciliation Act} legislation), Food Stamps, and Medicaid. While the Ohio system did support all three programs, there were vast differences in the state's policy choices that required major system modifications. In addition, the State of Tennessee envisioned a system that would reduce paper; support an interactive client/caseworker interview; provide automated eligibility logic for all three Family Assistance programs; create client notices; provide client scheduling functions; and provide management reports.   Major modifications were made to the transferred system to accomplish the delivery of these requirements.

System development and testing continued from late 1989 though January 1992 when conversion began. The manual conversion from paper records to electronic case files for all three programs in every county of the state was completed in December 1992.   The result was a fully integrated, on-line automated system that supports an interactive interview between the eligibility case worker and the customer to determine eligibility for all three programs – AFDC (TANF), Food Stamps, and Medicaid. In addition, the system generates automated notices, supports automatic client scheduling for case reviews, provides on-line case history query, provides on-line management reports and produces files for electronic benefits for Cash and Food Stamps.

Technical Information:

The acronym for the Tennessee transfer system is ACCENT (Automated Client Certification and Eligibility Network for Tennessee). ACCENT utilizes IBM IMS hierarchical data bases with IMS teleprocessing. ACCENT consists of approximately 1531 programs. There are approximately 964 COBOL programs, 271 Easytrieve programs and 296 Telon programs. On-line screens are developed with the Telon Design Facility and on-line programs are generated using Telon. There are 110 Primary IMS Databases. 241,683 cylinders are allocated on 128 Disk Packs (3390). The first purge of the ACCENT databases is scheduled to occur in June 2004. The history records belonging to cases closed for three years will be purged.

Several hundred on-line programs provide intelligent navigation via screens that guide the Case Workers in collecting the information necessary to determine eligibility for the Families First, Food Stamps, Medical Assistance, and TennCare programs. The system automatically groups applicants into assistance groups, applies Federal and State policy to determine individual and case eligibility, calculates benefits, posts benefits to client Electronic Benefit Transfer accounts, generates referrals to employment and training programs, logs and tracks the Personal Responsibility Plan components of recipients, monitors participation and time limits, applies changes to ongoing assistance groups, and approves, denies, and closes assistance groups with worker approval.

Several hundred additional batch programs issue benefits, produce reports, print client notices, perform data exchange matching to verify income and identity, schedule client appointments, reconcile benefits, perform mass changes, and support interfaces and automated data exchange with internal and external entities

While the system is constructed with tables that support many of the variables associated with policies, it also has very complex logic that is hard coded and requires considerable programming efforts to modify.

The Host platform is an Amdahl 765 with a configuration of 396 MIPS, 150 channels, 1 gig of central storage and 1 gig of expanded storage. The operating system software is OS/390 2.9. The hardware is located at the State Data Center and the Host machine is dedicated to ACCENT. DHS has a 24 x 7 Production Support Group to run all batch processing for ACCENT and the rest of the DHS mainframe systems. Currently the system is available to case workers from 5:00 am to 7:00 pm Monday through Friday.

The users of ACCENT are connected to the mainframe via the State of Tennessee Wide Area Network. All users either have a Personal Computer connected to the State WAN or a Thin Client Workstation connected to a Citrix Server Farm that is connected to the State Wan. DHS has just upgraded all Thin Client Workstations to an 1883 device. DHS will evaluate the need to replace the Thin Client devices if necessary. GroupWise is the email post office that is supported by the State.

State DHS analysts and Office of Information Resource programmers support ACCENT. User Acceptance testing is supported by a combination of DHS Information system and DHS policy staff.

Statistics

The current ACCENT environment supports 6,000 end users. Of those users 2,500 have update access. DHS expects the users with update access to increase to about 4,000 with the implementation of the new system.

ACCENT allows the Department to serve an average of 71,628 Families First assistance groups, 329,779 Food Stamp assistance groups and 435,480 Medicaid assistance groups.

On average there are 2,545,000 daily transactions.

Approximately 5000 batch jobs are run throughout the month.

Technical Infrastructure

It is mandatory that the technology platform remain consistent with State standards and technical architecture. A copy of the Tennessee Information Resources Architecture is attached to the RFI.

Additional Information

The most recent General Systems Design of the Automated Client Certification and Eligibility Network for Tennessee (ACCENT) system is attached to the RFI.

C. GENERAL INSTRUCTIONS

C.1 **The State is requesting the following information from all interested parties:**
From the business perspective, the most critical need is the integration and automation of all eligibility (policy) requirements and the provision of maximum system performance. DHS is interested in technical solutions that can be achieved through a rapid development and implementation schedule. However, DHS recognizes that implementation of deliverables may need to be phased to accommodate rapid development and implementation. Based on a review of the existing functionality and technical environment and an understanding of the required enhancements, the State is requesting the following information from all interested parties.

- Proposals on how development work might be planned and implemented to provide
    - Functionality that supports all eligibility (policy); client notices; and reports. This deliverable will include any conversion of data that is required from existing system.

- o Maximum system performance (24 X 7)
- o Web interfaces to support prescreening and applications for all programs
- o Addition of Call Center interface
- o Integration of applicable systems such as COTS (Claims On-line Tracking System) or Child Care Certificate Program into the Family Assistance system.

- The state is interested in learning what your views are as to what can be accomplished to the point of implementation in a period of one year, eighteen months, two years, etc.

- In addition, the state is interested in cost estimates for the work. These estimates can be provided for the total package or for individual phases. We are aware that the estimates are not binding nor in any way linked to any future proposals that might be submitted in response to an RFP. We are suggesting that cost estimates provided be specified according to work delivered and in ranges, such as $1M - $5M; $5M - $10M, etc. Please specify the deliverable associated with timeframe and costs range.

- Please recommend a strategy for going forward, including but not limited to the following options: transition or reengineering of the current ACCENT system, a custom system, a transfer system or an alternate solution. Please provide a brief synopsis of the solution recommended and why. If you have an application that would be appropriate for demonstration, please provide the recommendation in your response.

- Please provide us with a brief synopsis of the history of your organization, your primary business, and the size of your firm. We are also interested in your experience in the following areas:

  . Human Service programs (Food Stamp, TANF, Medicaid)
  . Medicaid Waiver Programs
  . Child Support Interface
  . Child Care Interface
  . Web developed systems for mission critical applications
  . Large system development and implementation
  . Training technical and user staff
  . Project management

C2. Response Schedule

Below is the schedule of events related to this RFI

October 3, 2003	State Issues RFI
October 16, 2003	Vendor Forum
October 24, 2003	Vendor Deadline for RFI Questions
November 6, 2003	State responds to questions
December 1, 2003	Vendor responses due
June 1, 2004	Proposed date for RFP Issuance

C3. Vendor Forum

A vendor forum will be held to provide a brief overview of the functionality of
ACCENT, to provide technical information on ACCENT and to answer questions.
Vendors must register for the vendor forum by contacting Carol Brown. See D.1.
for contact information.

Vendor Forum October 16, 2003

9:00 a.m. to 12:00 p.m., Central Time

Citizens Plaza Building
15th floor auditorium
400 Deaderick Street

Depending on vendor interest, it may be necessary to schedule two sessions.

C4. Please feel free to contact the Department of Human Services with any
questions regarding this RFI. The main point of contact will be Carol Brown.
See D.1. for contact information

General questions on the RFI and/or procedures for submitting official comments
can be submitted until October 24, 2003 to Carol Brown.   Questions can be
submitted by mail, fax or e-mail.   The State plans to answer all questions
received by October 24 no later than close of business on November 6. The
state will also respond via e-mail if the vendors e-mail address is provided with
the questions.

D. INSTRUCTIONS FOR RESPONDING

D1. Submit your response to this Request for Information as follows:
Responses must be prepared in Microsoft Word and be clearly labeled as
"Response on RFI". Please provide two (2) hardcopies with one (1) electronic
copy in CD format. E-mailed responses will be accepted. The hard copies and
CD are not required if filed via e-mail.

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Department of Human Services Web Site http://www.state.tn.us/humanserv/

D2. Please reference **Request for Information #   345.30-890** with your response to this request.

D3. Please respond by December 1, 2003.